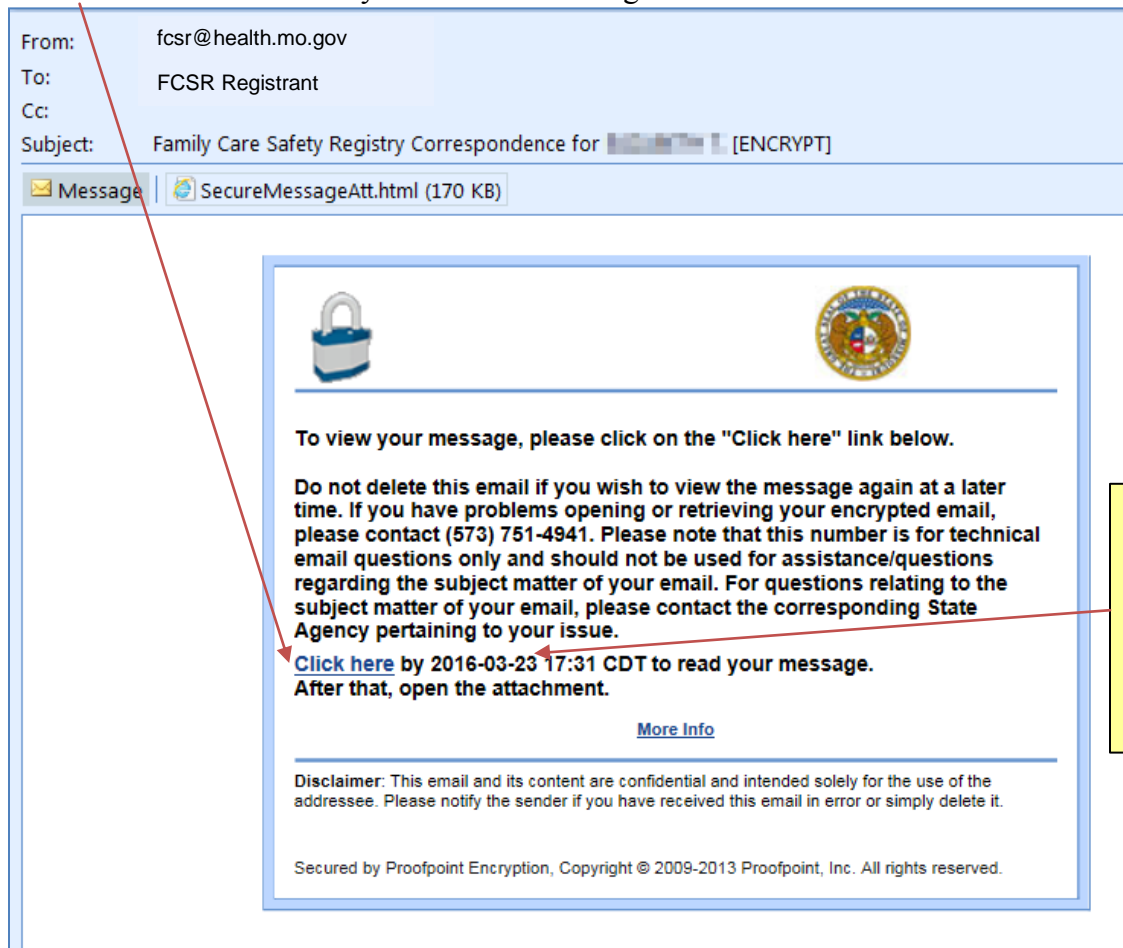


# How to Open an Encrypted Email from the Family Care Safety Registry

The Family Care Safety Registry (FCSR) uses encrypted email to send individuals notifications containing sensitive information, such as background screening results. The email is encrypted by Proofpoint software. Follow these simple steps to create an account in Proofpoint to access your encrypted email.

Your encrypted email from the FCSR will look like the example below. Click the blue “Click here” link in the body of the email message.



## How to Open an Encrypted Email from the Family Care Safety Registry

Create an account in Proofpoint. You will only have to do this once. To the right is an example of Proofpoint's account creation screen. Click "Continue" after entering your name, creating your password, and selecting a password reset question and answer.

**Registration**

Create your account to read secure email.

Email Address: emailtest7@embarqmail.com

First Name: Test

Last Name: User

Password: [Redacted]

Confirm Password: [Redacted]

Password Reset

Question: Your childhood best friend

Answer: Mary

**Continue**

After logging into Proofpoint, you can now read the full text of the encrypted email. Click or double-click the attachment to view your FCSR notification. (If needed, get the free Adobe Acrobat Reader software from <https://get.adobe.com/reader/> or visit your app store.)

From: fcsr@health.mo.gov Sent: Wednesday, March 16, 2016 3:30:11 PM

To: FCSR Registrant

Cc:

Subject: Family Care Safety Registry Correspondence for [Redacted] [ENCRYPTED]  
Digital Signature is VALID

Attachments: FCSR - 20160316-1530.pdf

You are receiving correspondence from the Missouri Department of Health and Senior Services' Family Care Safety Registry (FCSR) by email because an email address was included in your FCSR registration records. To open the attachment, you must have the free Adobe Acrobat Reader software installed on your device.

If you have questions about the attached correspondence or wish to update your email/mailling preference or other information on file with the FCSR, please contact our toll free call center at 866-422-6872.

For additional information about FCSR caregiver background screenings and who is required to register, visit our website at <http://www.health.mo.gov/safety/fcsr/faqs.php>.

**CONFIDENTIALITY STATEMENT**  
This electronic communication is from the Missouri Department of Health and Senior Services and is confidential, privileged and intended only for the use of the recipient named above. If you are not the intended recipient or the employee or agent responsible for delivering this information to the intended recipient, unauthorized disclosure, copying, distribution or use of the contents of this transmission is strictly prohibited. If you have received this message in error, please notify the sender immediately at the email address fcsr@health.mo.gov or by calling 866-422-6872.

Powered by Proofpoint Encryption™

*If you need assistance with Proofpoint software or creating your Proofpoint account, telephone the help staff at (573) 751-4941.*

*If you have questions about the content of the email and attached notification, contact the FCSR toll-free at (866) 422-6872.*